

**CERTIFICATE IN
EXECUTIVE SECRETARYSHIP**

MODULE LEARNING GUIDE

FOR

PUBLIC SPEAKING & INTERVIEW SKILLS

SUBJECT CODE: CES 107

Version 1: JANUARY 2007

1) INTRODUCTION

Speaking is an important method for communicating knowledge and expressing ideas. It is a primary medium for presenting and selling products or ideas. Being able to verbally communicate effectively to other individuals or to groups is essential in school, business, as well as your personal life.

There is a need for secretaries who can effectively make presentations and speak to others. Your knowledge and skills in this area can help advance your career or improve your business. If you are good or really enjoy public speaking, you may even choose speaking as a profession.

2) AIMS

This module is to instill in students the confidence to be able to speak in public in order to prepare them for secretarial responsibilities such as speaking with confidence to act as hostess or to deputise for an executive temporarily. This is also essential when one has to attend an job interviews impressive vocal presentation would enable one to get the job applied for.

3) LEARNING OUTCOMES

At the completion of this completion, students will be able to:

- Make effective presentations preparations.
- Appropriately project voice and the correct pronounce of words.
- Use Visual Aids in presentations
- Boost self confidence.
- Acquire the needed techniques with job interviews.
- Prepare documents.
- Answers the questions with confidence.
- Get the job and career they really want
- Identify where improvements can be made on existing interview techniques and be able to contribute to the interview process with increased confidence.

4) AUDIENCE AND PRE-REQUISITES

This module does not require students to have any formal understanding of the elements of Public Speaking or Interview Skills.

5) OVERVIEW OF THE MODULE

This module will cover the following areas:

PUBLIC SPEAKING

- Speaking in Public / Ethics & Mechanics of Speaking
- Preparation Documents / Writing the speech
- Gathering Materials / Getting Organised as a Speaker
- Presenting Yourself as a Speaker
- Types of Speeches / Special Occasions
- Involving your Audience
- Getting Ready for the Big Event
- Audio Visual Approaches

INTERVIEW SKILLS: GETTING THE INTERVIEW

- Interview Myths and Reality
- Solving the Employer's Every Problem
- Creating Your Skill List
- Researching Companies and Positions
- Making Interviews Happen

PREPARING YOURSELF

- Getting the Call for an Interview
- Putting Everything Together
- Dressing for Interviewing Success
- Wardrobe Notes for Men and Women

MAKING AN ENTRANCE

- Between Your Door and Theirs
- Dealing with Nervousness
- Making a Good First Impression
- Establishing a Connection

LISTENING AND ANSWERING

- Dynamic Listening
- Focusing Your Efforts and Judging Reactions
- Demonstrating Your Skills
- Employment and Salary Questions
- Problem-Solving and Historical Questions
- Unusual and Inappropriate Questions

ASKING QUESTIONS

- Questions to Always Ask
- Questions about the Job
- Questions That Show Your Vision
- Questions for Different Professions

6) INSTRUCTIONAL PLAN and RESOURCES

The base source of material is the set text book: *Speaking With Confidence* By Wanda Vassallo AND *Interview For Success* by Caryl and Ron Krannich

CLASS TEACHING SCHEDULE

Week	Lecture	Tutorial/ Activities
1	Speaking in Public / Ethics & Mechanics of Speaking	As an introduction to Public Speaking, discuss some of the habits of speakers you know about and discuss their good points and bad points.
2	Preparation Documents / Writing the speech	Group yourselves in four and choose a topic of interest. (e.g. current issues, past experiences). You are given five minutes to present the topic in front of everyone. Include some humour (jokes) and gimmicks to entertain the crowd.
3	Gathering Materials / Getting Organised as a Speaker	Find any article related to this week's topic that your lecturer has given to you. Collect and compile it to be used during your speech in front of an audience. Pass around the material to the audience or make a copy for them.
4	Presenting Yourself as a Speaker	Do a short play in class. Group yourselves in pairs and act according to the topic of your choice. Topics can vary according to individual preferences or lecturer's preference
5	Types of Speeches / Special Occasions	Choose one of the types of speeches and do a presentation based on it.
6	Involving your Audience	Students are to prepare a presentation in advance and present it in front of the audience. Then the audience is required to ask questions to the speaker about the topic. The speaker must be able to answer the questions wisely and promptly.
7	Getting Ready for the Big Event	Imagine that you are presenting a speech tomorrow at the auditorium to introduce the principal and the lecturers to some guests, Present to the class your draft speech.
8	Audio Visual Approaches	After choosing a topic, you are required to prepare visual aids based on it. Keep in mind that it should be a help for you to communicate and not to do the whole work for you. Your lecturer will assess your on creativity and consistency.
9	MOCK INDIVIDUAL PRESENTATION	When making your presentation, prepare your visual aids to help listeners in the audience to understand your topic better.
10	FINAL PRESENTATION	Make the same presentation but make some improvements so that you score better.
11	Types of Interviews	Students are required to contact an employment agency and find out the different types of interviews there are and present in the next session.
12	Preparations for Interviews	Cut out clippings or photos from magazines about the formal outfits one may wear when attending an interview and give an explanation about your choice.
13	Answering Questions & Workshop Interview Process	Each student is to choose a partner. Present an act with one playing the part of the employer and the other playing the part of the interviewee - in front of the class.
14	Interviews Summary	Prepare yourself for a rehearsal mock interview session with your lecturer. The lecturer will be the interviewer and you will be the interviewee. Please ensure that all documents are brought and presented on the day of the rehearsal

7) ASSESSMENT REQUIREMENTS

7.1 AIM

The aim of the assessment is to identify formal practices and procedures for assessing and appraising the performance of students in order that those judgments and decisions can be reached concerning:

- The progression of participants through the programme.
- How well participants have met the programme learning outcomes through the combination of the individual module learning outcomes.
- The provision of feedback information to participants concerning their performance and how they adhered to the generic assessment criteria and the module-specific assessment criteria.

7.2 ASSESSMENT INSTRUMENTS:

The following is an outline of the various assessment instruments for this module:

7.2.1 EXAMINATIONS (30%)

Section A and B both carry a total of 30% and questions are objective and subjective.

Final Examination is included in this module. It seeks to determine participants' individual effectiveness in responding to specific questions under time-constrained invigilated conditions. The examination may take the above form:

A closed book examination requesting participants to demonstrate their knowledge and critical analysis skills in responding to specific questions based over the said module.

Examinations test retained knowledge and understanding and the student's ability to address questions and problems under examination conditions and time constraints. This process simulates conditions under which managers invariably have to work - assessing what is needed, identifying options, establishing priorities, making decisions and communicating - all under pressure. Examinations also ensure that the student has to produce original work, which cannot benefit from outside help. The examination process is valued by employers as it assures them that students on the program are thoroughly assessed on their own merits and cannot achieve a pass based largely on the work of others.

7.2.2 INDIVIDUAL ASSIGNMENT (20% - 1/3Q)

The assignment will be based on topics covered between weeks 1 and 5. Candidates are required to investigate and analyze a topic(s) to produce evidence that demonstrates an understanding and application of a range of specific learning outcomes.

- Public Speaking 30 % (Presentation of Speeches)
- Interview Skills 40 % (Prep. of documents & Mock Interview)

7.2.3 ASSIGNMENT PRESENTATION

Candidates are required to make a presentation in the form of a recital, speech, poetry, debate, etc. which is decided by the lecturer. The presentation is to produce evidence that demonstrates an understanding and application of a range of specific learning outcomes. Candidates should be given ample time to prepare for the presentation – preferably at least a week's noticing. In order to complete the presentation by each class of candidates, a maximum of 4 candidates may be required to present at each lecture. The candidate is expected to speak for a minimum of between 3 - 5 minutes duration and must bear in mind the following points:

- Plan an introduction with a solution to greet the listeners and state the topic of the day.
- To either read from prepared notes or speak spontaneously on the topic using visuals.
- To ensure that the use of body language or gestures to enhances her presentation.

- To maintain eye contact the listeners and to speak clearly and audibly.
- To conclude their presentation in a manner that will ensure that the listeners have clearly understood the message.

Evaluation would be done on the following areas:

- Spontaneity, preparation – ability to speak without reference to notes
- Personal Appearance and introduction to topics of presentation
- Contents – Grammar, use of simple sentences, pronunciation, effective delivery, knowledge of subject
- Body Language – posture, eye contact, smile, hand gestures, etc
- Conviction – ability to deliver with enthusiasm and confidence

MOCK INTERVIEW

'Job interviews' may be advertised on the notice board. Candidates are required to 'apply for the vacancies' by writing letters of application and enclosing their curriculum vitae. "Interviews" would then be arranged for them. (NOTE: Students to provide the copy of the job advertisement from a newspaper)

Evaluation would be based on the following criteria:

- Preparation of application letter and C.V. – grammar, presentation style, contents, etc
- Job Application Form
- Preparation for the interview – documents, ability to answer and ask questions, etc
- Body Language – posture, eye contact, gestures, smile, etc
- Language proficiency during the interview – ability to explain and express
- Personal Grooming

LEARNING SUGGESTIONS AND GUIDELINES
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WEEK 1

Over the week of lecture and tutorial, the focus will be to undertake the following:

- Speaking in Public
- Ethics in Public Speaking
- Mechanics of Speaking

Learning outcomes to be attained:

- Considering voice as the key instrument in speaking
- Understanding the differences between vocal energy, vocal pitch, vocal range, vocal level and delivery
- Knowing how to use breath control, diction and silence

Readings and preparation to be undertaken by the student :

Text book:

	Chapter(s)	Pages
Speaking With Confidence by Wanda Vassallo	1	35- 49

WEEK 2

Over the week of lecture and tutorial, the focus will be to undertake the following:

- Preparation Documents / Writing the speech

Learning outcomes to be attained:

- Understanding the objectives of the speech
- Planning the introduction, the body of the speech and its conclusion
- Knowing how to make speeches personal

Readings and preparation to be undertaken by the lecturer :

Text book:

	Chapter(s)	Pages
Speaking With Confidence by Wanda Vassallo	6	85 - 101

NOTES:

- **Tips for preparing an introduction**

An introduction is very important to use in a speech or writing in piece to warm the audience to what is to come. It should grab the audience's attention. It always arouses interest about the subject, and provides important background information. A speech without an introduction is like a train without an engine, you are not leading your audience anywhere. The introduction is what the audience hears or listens to first, so make it interesting.

An Introduction has four parts.:

1. The Attention Getter (you must begin by grabbing the attention of your audience) There are five ways you may begin your speech.
 - A. Ask a question.
 - B. Tell a story
 - C. Make a profound statement
 - D. Use a quotation
 - E. Make a reference to the audience.

2. The Link (some how connect your attention getter to your thesis or purpose statement.
 The Thesis (This explains exactly what your purpose of giving your speech is. It summarizes the entire goal of your speech in one sentence.)
 The preview (You preview each main idea in the body of the speech.)

How to get the attention of the audience

- Capture the audience's attention
- A. The audience has many distractions.
- B. Perform an action or make an arresting verbal statement in your introduction to capture the audience's attention.
- C. Use an interesting quote.
- D. Offer a startling statistic.
- E. Make a promise.
- F. Perform an attention-grabbing action.
- G. Set a tone
- H. Conclusion:

The conclusion and recommended signals of closing

The conclusion leaves the audience with a final impression of your speech. It is important that you end with a bang. A conclusion has two requirements.

1. A summary statement.
This should summarize the main ideas of your speech.
2. A concluding statement.

This should remind us of what you said in your attention getter and leave the audience with a sense of finality. Your closing remarks are your last chance to drive home your ideas. Moreover, your final impression will linger in your listener's minds.

Signal the end of the speech

"In conclusion," "One last thought," "In closing," "My purpose has been," "Let me end by saying" these are all brief cues that you are getting ready to stop.

Too sudden an ending may leave your audience puzzled; it is always a good idea to let them know you are finishing. You can use a number of techniques to reinforce your central idea. You can summarize your speech, end with a pertinent quotation, make a dramatic statement, and referring to the introduction.

Briefly Summarize

At the end, briefly summarize your main points and restate your messages. If you want them to take action, tell them what you want them to do and offer to help them to do it.

WEEK 3

Over the week of lecture and tutorial, the focus will be to undertake the following:

- Gathering Materials
- Getting Organised as a Speaker

Learning outcomes to be attained:

- Understanding the goals of a public speaker
- Understanding how to find materials for a presentation
- Be able to compare the various sources of information and use them effectively

Readings and preparation to be undertaken by the studentr :

Text book:

	Chapter(s)	Pages
Speaking With Confidence by Wanda Vassallo	11	155 - 162

WEEK 4

Over the week of lecture and tutorial, the focus will be to undertake the following:

- Presenting Yourself as a Speaker

Learning outcomes to be attained:

- Understand how to be an effective speaker
- Understand how appearance, posture, gestures and eye contact play a key role in public speaking
- Be able to use facial expressions in order to get the message understood

Readings and preparation to be undertaken by the lecturer :

Text book:

	Chapter(s)	Pages
Speaking With Confidence by Wanda Vassallo	2	23 - 34

WEEK 5

Over the week of lecture and tutorial, the focus will be to undertake the following:

- Types of Speeches / Special Occasions

Learning outcomes to be attained:

- Understanding the various types of speeches that are made
 - The Persuasive Speech
 - The Informative Speech
 - The Impromptu Speech
 - The Entertaining Speech
 - The Speech of welcome or greeting
 - The Speech of Dedication and commemoration

Readings and preparation to be undertaken by the lecturer :

Text book:

	Chapter(s)	Pages
Speaking With Confidence by Wanda Vassallo		

WEEK 6

Over the week of lecture and tutorial, the focus will be to undertake the following:

- Involving your Audience

Learning outcomes to be attained:

- Understanding how an audience analysis helps one to prepare better speeches
- Understanding body language and the messages they convey
- Considering the various means of involving the audience during a speech
- Understanding what turn listeners off

Readings and preparation to be undertaken by the lecturer :**Text book:**

	Chapter(s)	Pages
Speaking With Confidence by Wanda Vassallo	4	51 - 68

WEEK 7**Over the week of lecture and tutorial, the focus will be to undertake the following:**

- Getting Ready for the Big Event

Learning outcomes to be attained:

- Understanding the importance of careful preparation when making speeches
- Be able to make preparations and thus rehearse before a presentation
- Making a presentation

Readings and preparation to be undertaken by the lecturer :**Text book:**

	Chapter(s)	Pages
Speaking With Confidence by Wanda Vassallo	7	101 - 107

NOTES:

	SPEAKING AREA	COMMENTS
	VOICE CONTROL	
1	PROJECTION	Speaking loud enough (not too loud nor too soft)
2	PACE	Speaking at a good speed (not too fast nor too slow)
3	INTONATION	Speaking using proper pitch patterns and pauses
4	DICTION	Speaking clearly (no mumbling or interfering accent)
	BODY LANGUAGE	
5	POSTURE	Standing with back straight and looking relaxed
6	EYE CONTACT	Looking at each audience member in the eye
7	GESTURE	Using few, well-timed gestures, but nothing distracting
	CONTENT OF ORAL PRESENTATION	
8	INTRODUCTION	Including attention - getting device, thesis statement
9	BODY	Using academic writing structure and transitions
10	CONCLUSION	Including restatement/ summation & closing statement

EFFECTIVENESS		
11	TOPIC	Choice of a topic that is interesting to the audience
12	LANGUAGE USE	Varying types of clear and correct sentence forms
13	VOCABULARY	Using vocabulary appropriate to the audience
14	PURPOSE	Fulfilling the purpose of the speaking task

If the fear of public speaking causes you to prepare more, then the fear of speaking serves as its own best antidote. Remember, "He/She who fails to prepare is preparing for failure - so Prepare, Prepare, Prepare"

NINE STEPS TO FEARLESS PUBLIC SPEAKING

STEP ONE

Prepare well. Naturally enough, the more prepared you are the more likely you are to feel in control, which will NATURALLY help your nervousness reduce.

STEP TWO

Practice, practice, and practice. You can't do too much practice. Don't listen to those people who say you can over-practice.

STEP THREE

Say your speech OUT LOUD. Whether you are in the car, the bath, or going for a walk with the dog, say it out loud. Going through your talk 'in your head' means you don't benefit from something called 'psychomotor memory' - whereby the memory for what you need to say is partly embedded in the muscles of your mouth.

STEP FOUR

Get to the venue early. Get a feel for the room. Sit where the audience will sit so you can see it from their perspective. Walk around the auditorium. Practice your speech on the stage itself. The more comfortable you are with the room, the less your nerves will be.

STEP FIVE

Get some exercise. A walk, a swim, a session in the gym, it doesn't matter what you do, as long as you get some exercise in the couple of hours before your talk. That way you'll change the chemistry of your blood supply in your own favour. Exercise is essential in reducing nerves. Do not skimp on this.

STEP SIX

Chew some mints or sweets. While waiting to go on stage, chew something. This will produce saliva which also helps reduce nerves. If you drink water your saliva production will go down and your nervousness will rise. Avoid water when presenting.

STEP SEVEN

When you go up on stage, smile. No matter how false it feels to you, the audience won't notice. Just smile. It helps produce hormones that lead to a more relaxed feeling.

STEP EIGHT

Be active on the stage. Move around, use big gestures and get as much body movement as you can. The more you move the more relaxed you will feel.

STEP NINE

Look people in the eye. Make as much eye contact as you can. The more the better. Eye contact is essential in helping you feel good and reducing your nerves.

WEEK 8

Over the week of lecture and tutorial, the focus will be to undertake the following:

- Audio Visual Aids

Learning outcomes to be attained:

- Understanding the importance of using visual aids for presentations
- Understanding and being able to choose the right visual aids available
- Understanding the advantages and disadvantages of using the various visual aids

Readings and preparation to be undertaken by the student :

Text book:

	Chapter(s)	Pages
Speaking With Confidence by Wanda Vassallo	5	69 - 84

NOTES:

- Audio-visual Approaches
- Overhead Projector
- Opaque Projector
- Slide Projector
- Television
- Motion Picture Film
- Audio Tape Recorder
- Chalkboard
- Flip Chart etc

Tips on Using Visual Aids.

- Make sure visual aids are large enough.
- Display visual aids where listeners can see them.
- Talk to your audience not your visual aid.
- Explain your visual aids clearly and concisely.

WEEK 9

Over the week of lecture and tutorial, the focus will be to undertake the following:

- Mock Individual Presentation
(Use the form on the next sheet to record one of the better presentations)

Learning outcomes to be attained:

- To make a prepared presentation with a visual aid and to be assessed by class-mates
- To prepare on any **two** of the following topics for presentation

**PUBLIC SPEAKING
FINAL PRESENTATION TOPICS**

- 1 *Why higher education is important for women*
- 2 *Why women are considered equal in any career with men*
- 3 *Why proficiency in the English Language is essential for an efficient secretary*
- 4 *Describe the Role of a Secretary to the Executive.*
- 5 *Which is better? Project based subjects or examination based subjects*
- 6 *What secretaries can do to get a promotion within 5 years of their job*
- 7 *Is salary the factor to be used when deciding to take a job.*
- 8 *Smoking and Women. Your views*

- 9 *The role of Secretaries after the impact of technology today*
- 10 *Qualities of an ideal Boss*
- 11 *What is Stress.... and how to relieve from Stress.*
- 12 *Is 21 years of age, the right time to become independent*
- 13 *A mother's love. Your views*
- 14 *An unforgettable experience in my life.*
- 15 *The person I admire most.*

WEEK 10

Over the week of lecture and tutorial, the focus will be to undertake the following:

FINAL PRESENTATION

- Speaking on Special Occasions. Individual Presentation

Learning outcomes to be attained:

- The aim of the student presentation is to ascertain the students' understanding of the complete list preparations that one should take in to serious consideration seriously when delivering a speech. The attendee's use of visual aids effectively.
- To select one of the titles listed on Week 9 and to make a presentation for the lecturer's evaluation

**PUBLIC SPEAKING MARKS
POINTS WILL BE GIVEN INTO THE FOLLOWING CATEGORIES**

CHART

Name : _____

Index No : _____ **FT / PT** _____

Batch : _____

		<u>WEEK 9</u>	<u>WEEK 10</u>
1	Dressing	_____/1 Marks	_____/1 Marks
2	Body Posture	_____/2 Marks	_____/2 Marks
3	Stage fright	_____/2 Marks	_____/2 Marks
4	Presentation	_____/1 Marks	_____/1 Marks
5	Preparation on the topic	_____/5 Marks	_____/5 Marks
6	English Language	_____/3 Marks	_____/3 Marks
7	Confidence	_____/1 Marks	_____/1 Marks
8	Visual Aids	_____/1 Marks	_____/1 Marks
9	Voice Volume	_____/1 Marks	_____/1 Marks
10	Message Delivered	_____/3 Marks	_____/3 Marks
		_____	_____
	TOTAL	_____/20 marks	_____/20 marks

TIPS ON PREPARING A SPEECH

Talks, presentations, lectures, and speeches involve communicating your thoughts to an audience. Planning helps to structure your own thoughts.

Content

- Find out who your audience will be and their levels of knowledge
- Clarify your purpose--to inform, amuse, inspire, or persuade
- Research the subject, but don't include all your own material.

Structure

Introduction

- Capture the audience's attention within the first two minutes
- State why the topic is important
- For lectures or conference presentations, list all your main points. For talks and speeches, a less detailed introduction allows you to sustain suspense
- No more than 10% of the total time.

Development

- About three to five headings
- Maintain balance between facts and arguments
- Plan transitional statements linking consecutive headings.

Conclusion

- Keep it short
- Refer to your original purpose
- No more than three "take home" messages.

Audio-visual aids

- Find out what equipment is available and ensure you are familiar with it
- Keep your slides simple for talks and speeches
- Cluttered PowerPoint slides may detract from what you have to say.

Rehearsal

- Rehearse on your own
- Check your timing
- Record it on tape and listen to yourself
- Rehearse in front of friendly colleagues and ask for their constructive feedback
- Rehearse in the room you will be speaking if possible, in order to get accustomed to the acoustics
- Make sure you arrive relaxed and in good time.

WEEK 11

Over the week of lecture and tutorial, the focus will be to undertake the following:

INTERVIEWS SKILLS

- Types of interviews

Learning outcomes to be attained:

- Understanding that there are a number of types of interviews
- Understanding that interviews are held for a variety of reasons
- To be prepared for direct and in-direct questioning

Readings and preparation to be undertaken by the student :**Text book:**

	Chapter(s)	Pages
Interview For Success by Caryl and Ron Krannich	5	43 -54

WEEK 12**Over the week of lecture and tutorial, the focus will be to undertake the following:**INTERVIEWS SKILLS

- Preparations for interview

Learning outcomes to be attained:

- Be able to prepare oneself for an interview by focusing on the questions that might be asked

Readings and preparation to be undertaken by the student :**Text book:**

	Chapter(s)	Pages
Interview For Success by Caryl and Ron Krannich	8	97-110
	13	147 - 152

WEEK 13**Over the week of lecture and tutorial, the focus will be to undertake the following:**

- Answering Questions & Workshop Interview Process

Learning outcomes to be attained:

- To prepare you to tackle questions that might be asked at the interview
- To suggest suitable answers to the questions asked in order to create a positive image

Readings and preparation to be undertaken by the student :**Text book:**

	Chapter(s)	Pages
Interview For Success by Caryl and Ron Krannich	7	76 - 93

NOTES:**SOME TYPICAL INTERVIEW QUESTIONS**

- Tell me about yourself?
- What are your long and short-term career goals?
- Why did you choose the career for which you are preparing?
- What courses did you like best? Least? Why?
- What is your understanding about the nature of the job under consideration?
- Why do you want to work for our company? What do you know about our company?
- What jobs have you held? Enjoyed the most? least? Why?
- What have you learned from the jobs you have held?
- In what kind of work environment are you most comfortable?

- Do you prefer working with others or by yourself?
- Do you like routine work and working regular hours?
- Name a major problem you have encountered and how you have solved it?
- What have you done which shows initiative and willingness to work?
- What two accomplishments have given you the most satisfaction? Why?
- Why do you believe you should be hired for this job?
- What are your special abilities and strong points?
- What are your weaknesses?
- What parts of the job do you think you would find most satisfying? Least satisfying?
- In what ways do you think you can make a contribution to our firm?
- How would you describe your ideal job?
- How would you describe yourself?
- What motivates you to put forth your best effort?
- Are you willing to travel or relocate if required?
- Define co-operation.

JOB INTERVIEW QUESTIONS YOU SHOULD ASK:

- Why did the person most recently in this position leave?
- What would you like done differently by the next person who does this work?
- How would you describe the atmosphere of this department?
- What are the two/three most important things you would want the person who's hired for this position to accomplish?
- Where do you see the company going in the next few years?
- What are the success factors for a person to be effective in this position?
- When are you looking to make a hiring decision?
- I've enjoyed our meeting and I'm very interested in going forward. Where do we go from here?
- May I have a tour of the facility?

NOTES: INTERVIEWS

1 BEFORE THE INTERVIEW

- Learn about the company and its operation. You'll impress the interviewer if it is obvious you've done some research. It will also help you develop good answers to the interviewer's questions.

1.1 Information You Should Know About The Company Prior To Your Interview:

- Organizational structure
- http://chewth.tripod.com/twin_tower.JPGName of the interviewer
- Divisions/departments that interest you
- Areas they are eliminating
- Products/Services
- Training Programs
- Size of company
- Career paths
- How long have they been in business
- Types of clients
- Growth in the past and future potential
- Job description & job title
- New products and services they are developing
- Employee benefits
- Geographic location of home office, branches, stores.

1.2 Resources for this information:

- Company's annual report
- Literature produced by company
- Information interview
- Inside source

- Professional journals (library)
 - Magazine articles
- 1.3 Prepare answers to typical interview questions. Study and practice your answers.
- 1.4 Memorize the name of the person who will interview you. Nothing could be more embarrassing than forgetting their name or calling them by the wrong name!
- 1.5 Decide what you will wear. Check out the section titled "Interview Dressing" for some pointers. Be sure your outfit is ready to go.
- 1.4 Find out exactly where you are going, where to park, and how long it will take to get there. If you are travelling in an unfamiliar city, it is a wise idea to do a dry run prior to your interview time. Drive to the business, park, find the escalator and time how long all this takes. This will alleviate any undue stress the day of the interview.
- 15 Get a good night's sleep.
- 16 Arrive 15 minutes early.

2 DURING THE INTERVIEW

- Start it off like a winner. Offer your hand, and give a firm handshake, a pleasant smile and a positive confident attitude. Introduce yourself.
- Don't chew gum or smell like smoke. Don't take cell phone calls during an interview. If you carry a cell phone, turn it off during the interview to be sure it doesn't ring.
- Be comfortable. Take a seat facing the interviewer, however, slightly off center. Be sure you are not facing into direct sunlight or some other uncomfortable situation.
- Listen attentively. Look at the interviewer directly, but don't get into a stare down! Sit up straight. Try to relax. It's okay to take a few notes if the questions are lengthy, or you need to remind yourself of something you want to stress.
- Don't ever interrupt the interviewer, even if you are anxious and enthusiastic about answering the question.
- Avoid nervous mannerisms. Pay attention to nervous mannerisms you might have such as clicking your pen, jingling change in your pocket, twisting your hair, biting your nails. Control these impulses! Everyone is nervous to some extent; the key is to appear calm and collected.
- Make sure you understand the employer's next step in the hiring process; know when and from whom you should expect to hear next. Know what action you are expected to take next, if any. Always thank the interviewer for his or her time at the close of the interview and establish a follow-up plan.
- When the interviewer concludes the interview, offer a firm handshake and make eye contact. Depart gracefully.

3 AFTER THE INTERVIEW

- Say thanks. The next day write the interviewer a brief note reiterating your interest in the job. Spell his or her name correctly!
- Follow up. If you haven't heard from the interviewer within the time frame indicated at the close of the interview, call them to relay a polite reminder that you're still interested in the job. Ask when they plan to make a hiring decision.
- If you aren't hired... If you continue to be interested in the company, it pays to keep in touch with the interviewer. Often, through persistence, you may be offered a position at a later date.
- Chin Up. Gear up for your next interview. After all the more interviews you tackle the more polished you become. You may want to contact the interviewer who rejected you and see if you can get any pointers on what to improve before your next interview.
- Send a job interview thank you card or letter
- Use the job interview thank you card or letter as a vehicle to express your appreciation for the interview and to re-emphasize your qualifications and interest for the position.

INTERVIEW DRESSING DON'TS

- Don't wear torn, soiled, wrinkled clothing
- Don't dress casually with open collared blouses
- Don't wear a lot of jewelry
- Don't wear a lot of cologne
- Don't wear sports shoes, flat shoes or boots
- Don't eat spicy, offensive smelling foods prior to the interview
- Don't wear sexy clothing
- Don't chew gum or smoke
- Don't wear a mini-skirts
- Don't wear heavy make-up
- Don't carry a bulky purse, dinner pouch etc which are not for office attire

Review your résumé, have details of employment, education and skills very clear in your mind. be aware of your personal qualities and how they make you a good worker. Think about and be prepared to talk about how your skills relate to the position being applied for.

Simply having the right type of experience is not enough. A resume must answer three employer concerns:

- 1 Can this person do the job?
- 2 Can this person make an immediate contribution?
- 3 Will this person fit in?

WEEK 14

Over the week of lecture and tutorial, the focus will be to undertake the following:

- FINAL INTERVIEW SESSION

Learning outcomes to be attained:

- Be able to attend an interview and so be hired successfully.

RULES AND REGULATIONS

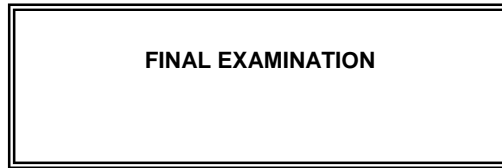
- 1 Students are required to prepare in a (black) clear holder and submit all the documents to the interviewer on the day of the interview. The documents will not be returned to the students.

DOCUMENTATION

- Resume
 - Application form
 - Letter of Application
 - Testimonial - photocopy
 - Certificates - photocopies
 - Photograph
- 2 The interviewer may be the subject lecturer, the RSC coordinator, other lecturers or any member of academic staff.
 - 3 Dress code for the interview should be formal.
 - 4 The interviewer is allowed to share their views with the interviewee after the interview session is completed.
 - 5 The interviewer is to ask a minimum of 3 questions.
 - 6 The interviewee is required to prepare a maximum of 3 questions to ask during the interview.

- 7 If the student has presented badly during the interview, the interviewer may propose to the Coordinator for the student to be given a second interview.
- 8 Students who fail to pay their examination fees will not be interviewed.
- 9 No marks will be revealed to the student.
- 10 Results for the interview and public speaking will be released officially and any grade informed to the student, will not be accepted as approved.

WEEK 15



Note: See attached:

Resume format
Standard Application Form for Mock Interview
Cover sheet for Public Speaking script.

RESUME

PHOTO

NAME :
ADDRESS :
TEL. NO. :
IC. NO. :
DATE OF BIRTH :
PLACE OF BIRTH :
SEX :
MARITAL STATUS :
CAREER OBJECTIVE

To begin my career as a private secretary and be able to work in an organisation where experience can be gained. I wish to be able to stay in the company and be able to grow and be promoted to a senior position, after proving myself.

Or state other career objectives.

EDUCATIONAL QUALIFICATIONS

COLLEGE	COURSE	YEAR	AWARD
(Latest to earliest)			

SKILLS

Language Skills	:	English - Very Good, Good, Average Bahasa Malaysia - Very Good, Good, Average (Others)
Computer Skills	:	Microsoft Office and (others)
Typing Skills	:	60 wpm (or state your own)
Speedwriting Skills	:	50 wpm

WORK EXPERIENCE

COMPANY	FROM TO	POSITION
(Latest to earliest)		



RAFFLES SECRETARIAL CENTRE JOB APPLICATION FORM

PHOTO

POSITION APPLIED FOR: _____

Complete in your own handwriting in ink and BLOCK LETTER.

PERSONAL DATA

NAME as in I.C. (please underline your surname) _____

PERMANENT ADDRESS		CURRENT/CORRESPONDENCE ADDRESS (if different from permanent address)	
TEL:			
MOBILE NUMBER		EMAIL ADDRESS	
SEX	RACE	RELIGION	CITIZENSHIP
NRIC NO.	DATE AND PLACE OF BIRTH	AGE	PASSPORT NO. (for foreigners)
INCOME TAX FILE NO.	EPT NUMBER	SOCSO NUMBER	
SPOUSE'S INCOME TAX FILE NO.		MARITAL STATUS	

FAMILY DATA

FATHER'S NAME		OCCUPATION	
MOTHER'S NAME		OCCUPATION	
NUMBER OF BROTHER(S) AND SISTER(S)			
SPOUSE'S NAME	OCCUPATION	NRIC NO.	
EMPLOYER NAME/ADDRESS/TEL.NO		PASSPORT NO. (for foreigners)	

CHILDREN

NAME	DATE OF BIRTH	GENDER	OCCUPATION
1			
2			
3			
4			

HEALTH

CURRENT STATE OF HEALTH	HEIGHT	WEIGHT
ANY PHYSICAL DISABILITIES? SPECIFY		
NATURE OF SERIOUS ILLNESSES SUFFERED? SPECIFY		
ANY OF YOUR FAMILY MEMBERS SUFFERED/SUFFERING FROM SERIOUS CONTRAGIOUS OR HEREDITARY DISEASES (e.g Tuberculosis) SPECIFY		

ACADEMIC QUALIFICATION

	FROM	TO	STANDARD REACHED
SECONDARY SCHOOL ATTENDED			
COLLEGE/UNIVERSITY ATTENDED			
OTHER QUALIFICATIONS/PROFESSIONAL MEMBERSHIPS			

WORKING EXPERIENCE

PERIOD OF SERVICE	NAME & ADDRESS OF COMPANY (NATURE OF BUSINESS)	JOB TITLE	REASON OF LEAVING

PERSONAL ABILITY

Languages including degrees of fluency (starting with your mother tongue). Please tick whichever applicable.

Dialects/Languages	Speak			Read			Write		
	Good	Fair	Poor	Good	Fair	Poor	Good	Fair	Poor

OTHER INFORMATION

- 1 Have you ever been dismissed or suspended from the service of any employment?
 No Yes
- 2 Have you ever worked for this company before?
 No Yes
- 3 Were you recommended for the position by any of employee(s)?
 No Yes
- 4 Name: _____ Year's known: _____
 Position _____ Relationship _____
- 5 Are you willing to work on shifts?
 No Yes
- 6 Expected Salary : _____ Earliest Available Date: _____

PERSONAL REFERENCES

Application for a reference may be made to any previous employer. Additionally, please give the name of two person (not relatives) to whom we may also apply.

Name	Address & Tel. No.	Title	Years known
1			
2			

NEXT OF KIN TO CONTACT IN CASE OF AN EMERGENCY

NAME	ADDRESS/TELEPHONE
RELATIONSHIP	

DECLARATION

I, _____ (I.C./PPT.FNo.: _____) hereby declare that the statements and information furnished in this form are to the best of my knowledge, true and complete. I authorize Raffles Secretarial Centre to obtain from my former employers any information concerning my performance and employment record. I understand that if any information supplies in this form is found to be inaccurate or untrue, I will be liable for disciplinary action, up to and inclusive of dismissal, if employed.

 Signature of employee

 Date

FOR INTERVIEWER(S) USE ONLY

Date of 1st Interview : _____ Interviewed by : _____

Interviewer's Impressions: OVERALL RATING FOR JOB _____

- 1 - Very Good 2 - May consider employing 3 - Will not consider employing
 4 - Recommended for more training before employment

Senior Management : _____ Date _____

OLYMPIA COLLEGE PUBLIC SPEAKING (30%)

*Submit Script

NAME OF STUDENT: INDEX NO:

I.C./PASSPORT NO: SEMESTER:

AREAS	MAXIMUM POINTS	POINTS AWARDED
KNOWLEDGE OF THE SUBJECT	5	
CLARITY AND CONFIDENCE	5	
BODY LANGUAGE/ COMMUNICATION & COMMAND OF ENGLISH	10	
*WRITTEN SCRIPT	10	
TOTAL	30	

INTERVIEW TECHNIQUES (40%)

*Submit No. 1

AREAS	MAXIMUM POINTS	POINTS AWARDED
1. *APPLICATION LETTER, APPLICATION FORM AND RESUME	6	
2. CLEAR HOLDER WITH No. 1, PHOTOCOPY OF CERTIFICATES & COPY OF ADVERTISEMENT	10	
3. GROOMING	5	
4. ABILITY TO ANSWER AND QUESTIONS, ETC	10	
5. BODY LANGUAGE – POSTURE, EYE CONTACT, GESTURES, SMILE, ETC	4	
6. LANGUAGE PROFICIENCY DURING THE INTERVIEW- ABILITY TO EXPLAIN AND EXPRESS	5	
TOTAL	40	

PLAGIARISM WILL RESULT IN AN AUTOMATIC FAILURE

NAME OF EXAMINER: NAME OF MODERATOR:

CENTRE: CENTRE:

DATE: DATE:

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ACKNOWLEDGEMENT FORM (Tear off and retained by the student)

NAME OF STUDENT: SUBJECT:

RECEIVED BY LECTURER DATE OF SUBMISSION:

Remarks: (if late)